Checkmate®

Inventory Management System

Accounting

User Guide

Car-Part.com

Contents

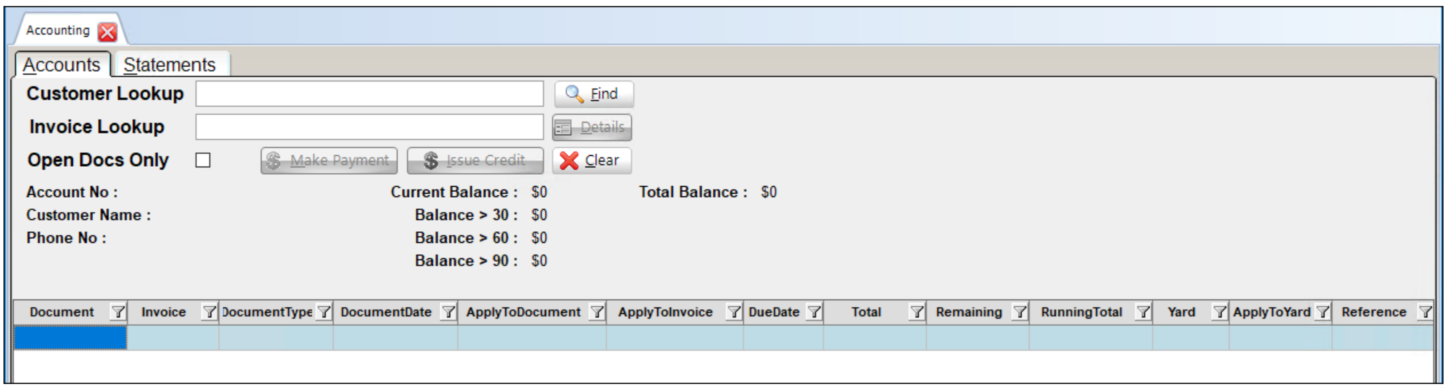
Introduction

Checkmate's **Accounting** tool has two sub tabs:

- **Accounts** – Display customer account activity, edit customer accounts, apply back office payments, and issue credit. This interface allows you to quickly perform actions you would have previously accomplished using the **3,2**, **3,3**, and **3,4** functions in Checkmate Retro.
- **Statements** – Print paper statements and email PDF statements.

To open the **Accounting** tool, click the **Accounting** (**$**) button in the top menu of Checkmate Workstation.

The **Accounting** tab opens.



⚠ **Note:** You can configure the **Accounting** tool to automatically open when you start Checkmate Workstation. Go to ***Settings>Workstation*** and select the **Tab Startup** tab to specify which tools you want to open automatically.

Accounts Tab

Use this tab to display customer account activity, edit customer accounts, apply back office payments, and issue credit.

Looking Up Customer Activity

There are two ways to look up customer activity on the **Accounts** tab:

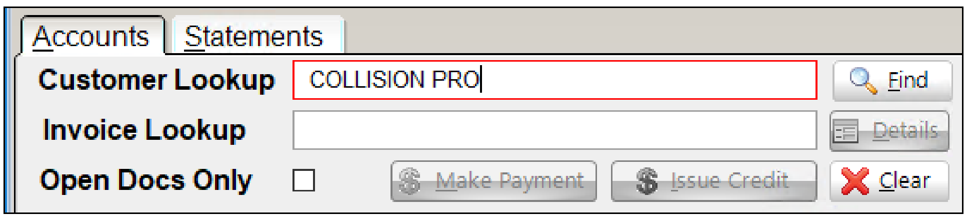
- **Customer Lookup –** search for a customer by name
- **Invoice Lookup –** search for a specific invoice

Customer Lookup

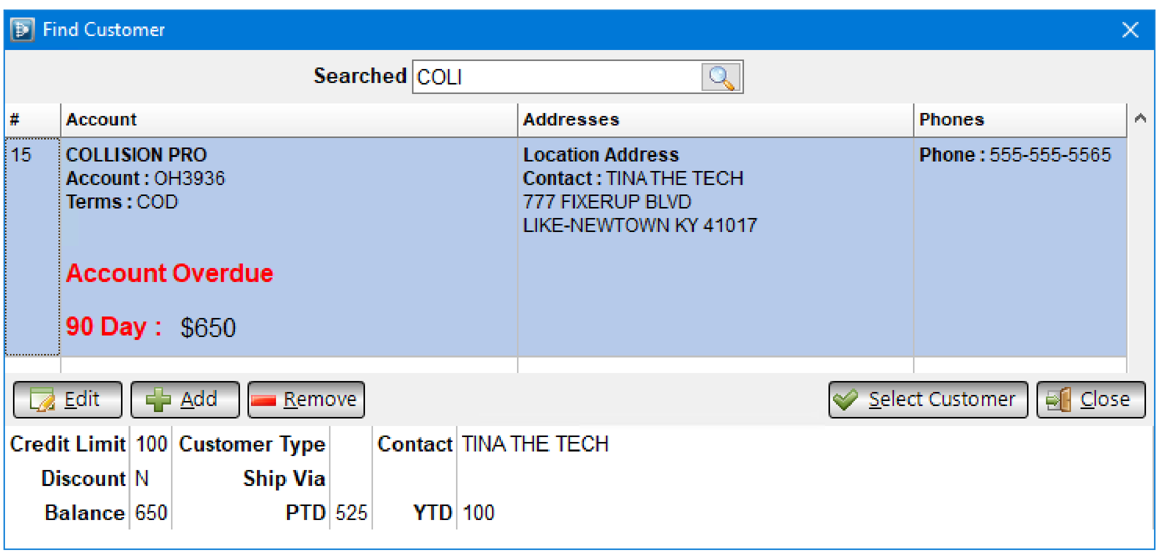
The **Customer Lookup** field allows you to search for customer accounts.

To search for a customer, follow these steps:

1. In the **Customer Lookup** field, enter the customer's name (or part of the name) then click **Find**.



2. The **Find Customer** window opens with search results. Click to select the appropriate customer, then click **Select Customer** to view the customer's account activity.



Alternatively, you can:

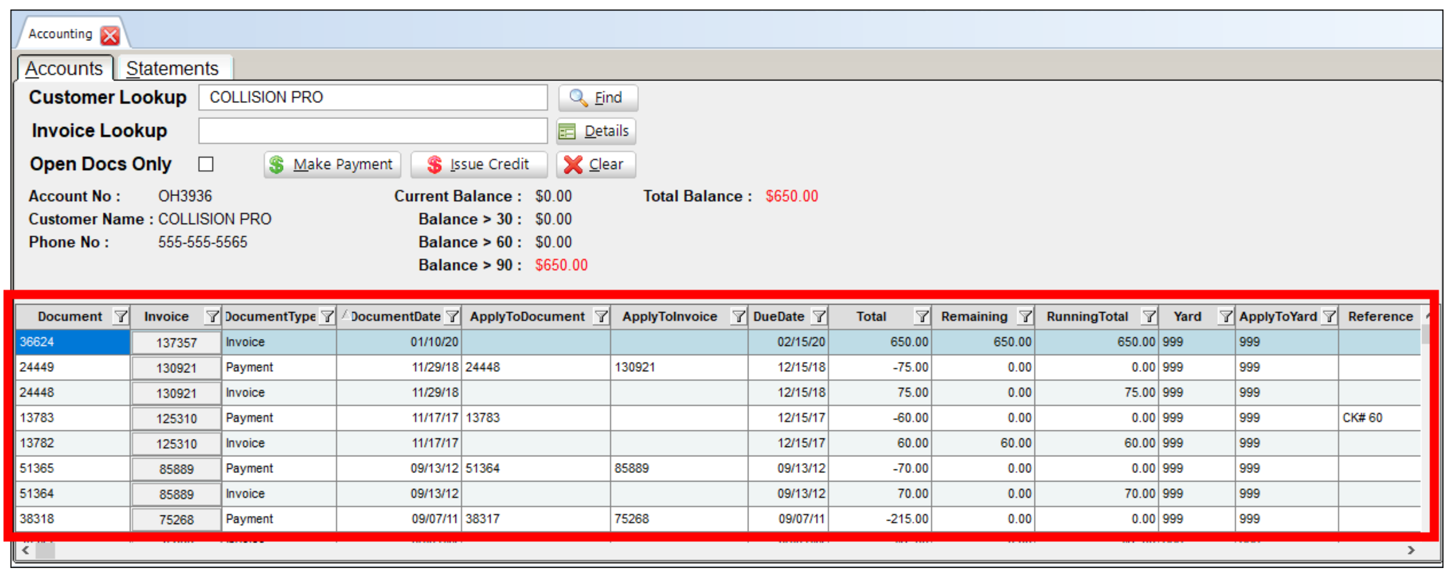
- Click **Edit** to open the **Customer Details** window. Here, you can edit a customer's shipping, accounting, and general business information (name, address, phone number, etc.). You can also add notes to the account. Once you are finished editing, click **Accept** to return to the **Find Customer** window.
- Click **Add** to add a new customer account.
- Click **Remove** to remove the selected customer. The customer must have a zero dollar balance.
- Perform a new search by entering customer information in the **Searched** field at the top of the window and clicking the magnifying glass button.

3. After you click **Select Customer**, a brief summary of the customer's account now displays underneath the **Customer Lookup** and **Invoice Lookup** fields.

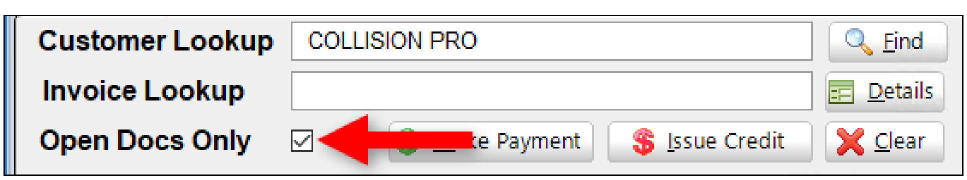
   This summary includes the customer's account number, name, phone number, and any existing balance on the account.

   - **Current Balance** – amount within the last thirty days that is due
   - **Balance > 30** – amount that is more than thirty days overdue
   - **Balance > 60** – amount that is more than sixty days overdue
   - **Balance > 90** – amount that is more than ninety days overdue
   - **Total Balance** – total amount of money owed by an account

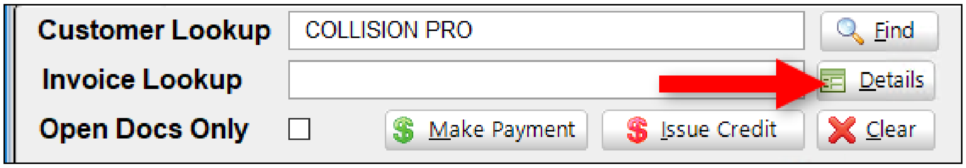
   The customer's account history displays beneath this information.



   To view only documents that are currently open, click to check the **Open Docs Only** checkbox.



You can also click the **Details** button to view the customer's account details (e.g., name, address, and phone number).



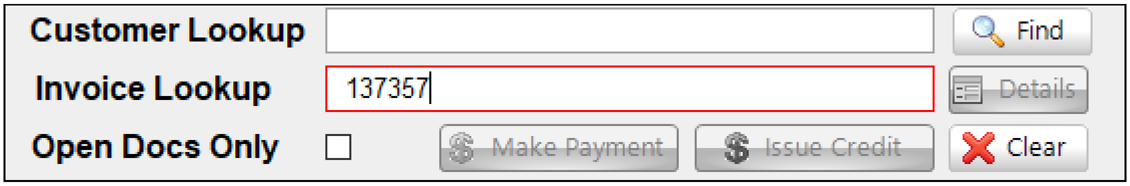
Note: When you're using Accounting functions and you select a shipping account that has been linked to a separate billing account, you will be prompted to select which account's history you would like to view/work with. You will only be able to make payments when viewing the billing account.

Invoice Lookup

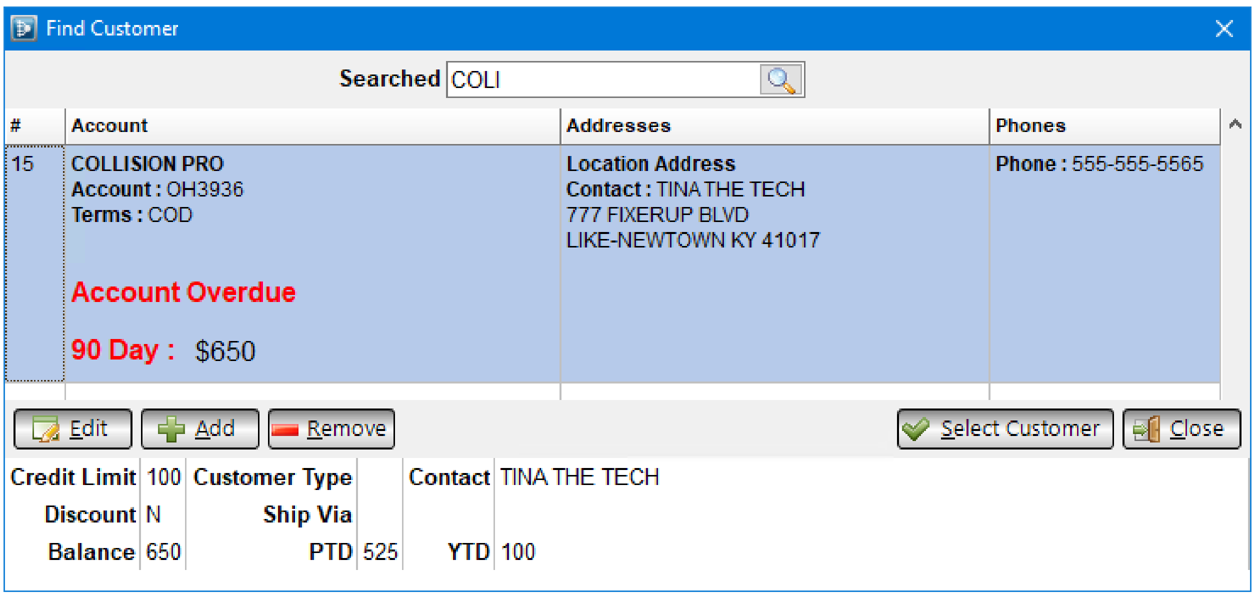
The **Invoice Lookup** field allows you to search for a specific invoice.

To look up a specific invoice, follow these steps:

1. Enter an invoice number in the **Invoice Lookup** field. Click **Find**.



2. The **Find Customer** window opens, displaying the customer account associated with that invoice number. Click **Select Customer** to view the customer's account activity.



Alternatively, you can click:

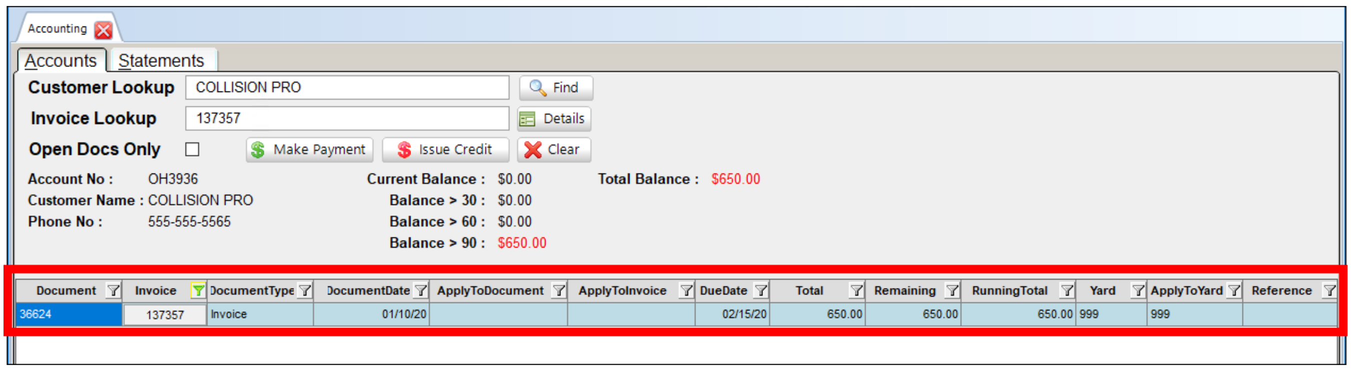
- **Edit** to open the **Customer Details** window. Here, you can edit a customer's shipping, accounting, and general business information (name, address, phone number, etc.). You can also add notes to the account. Once you are finished editing, click **Accept** to return to the **Find Customer** window.
- **Add** to add a new customer account.
- **Remove** to remove the selected customer. The customer must have a zero dollar balance.

3. After you click **Select Customer**, a brief summary of the customer's account now displays underneath the **Customer Lookup** and **Invoice Lookup** fields.

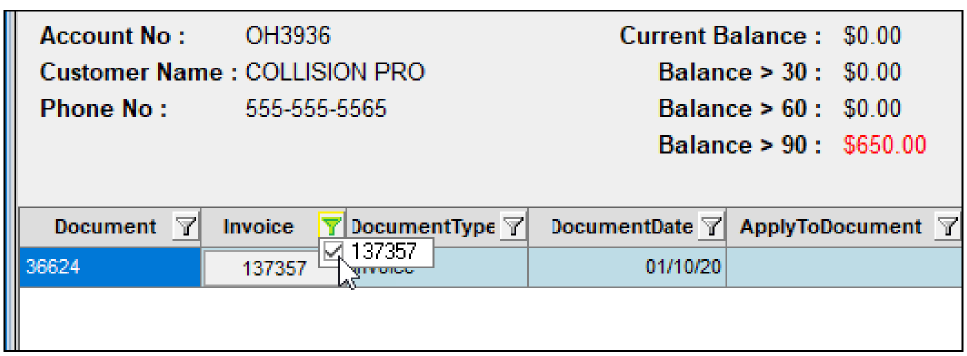
   This summary includes the customer's account number, name, phone number, and any existing balance on the account.

   - **Current Balance –** amount within the last 30 days that is due
   - **Balance > 30** – amount that is more than 30 days overdue
   - **Balance > 60** – amount that is more than 60 days overdue
   - **Balance > 90** – amount that is more than 90 days overdue
   - **Total Balance –** total amount of money owed by an account

   The invoice you searched for is displayed beneath this information.



⚠ **Note:** When you use the **Invoice Lookup** field, your results are filtered to show only the invoice you looked up. To view all of the invoices associated with the customer's account, click on the filter icon in the **Invoice** column and uncheck the checkbox for that invoice.

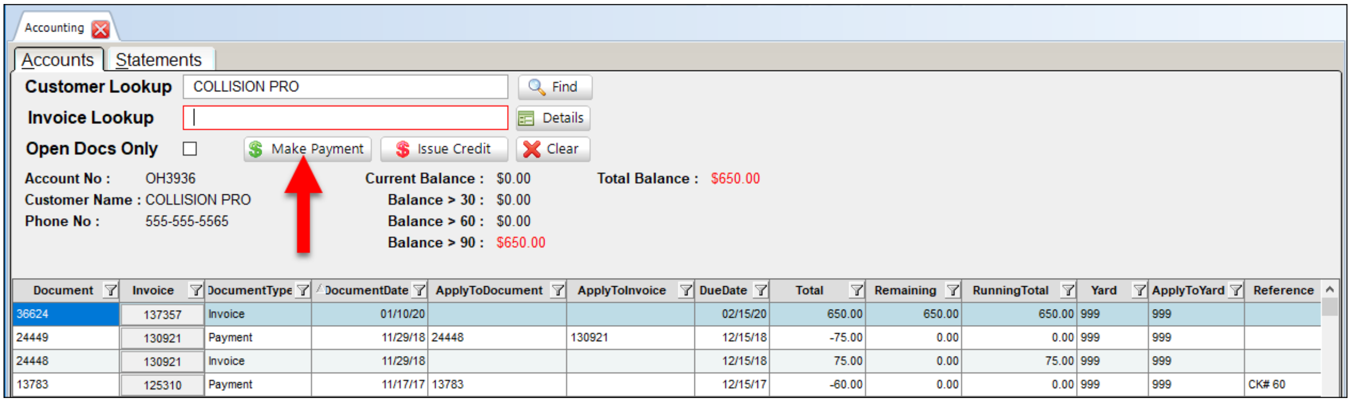


Make Payment

The **Make Payment** button allows you to apply back office payments to a customer account. You can apply an individual payment or apply a batch payment.

To apply a back office payment to a customer account, follow these steps:

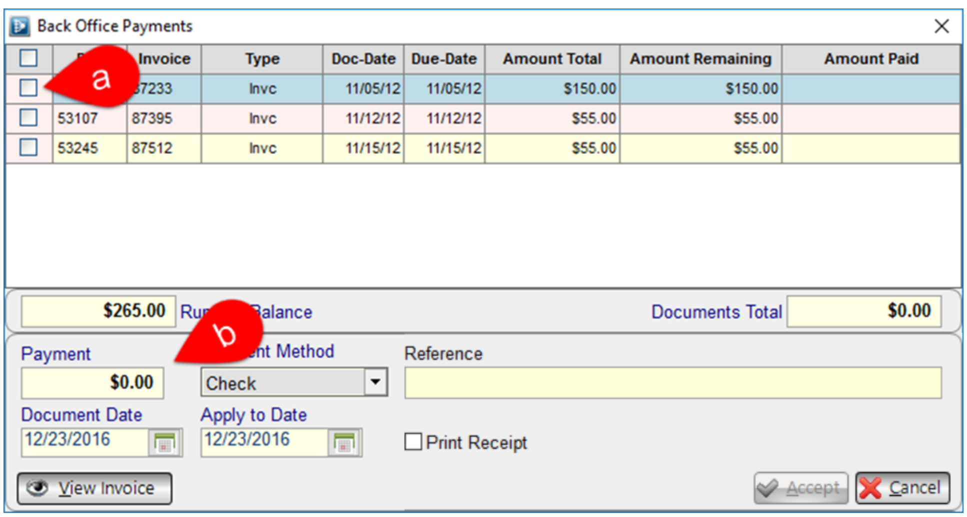
1. After looking up the customer account, click **Make Payment**.



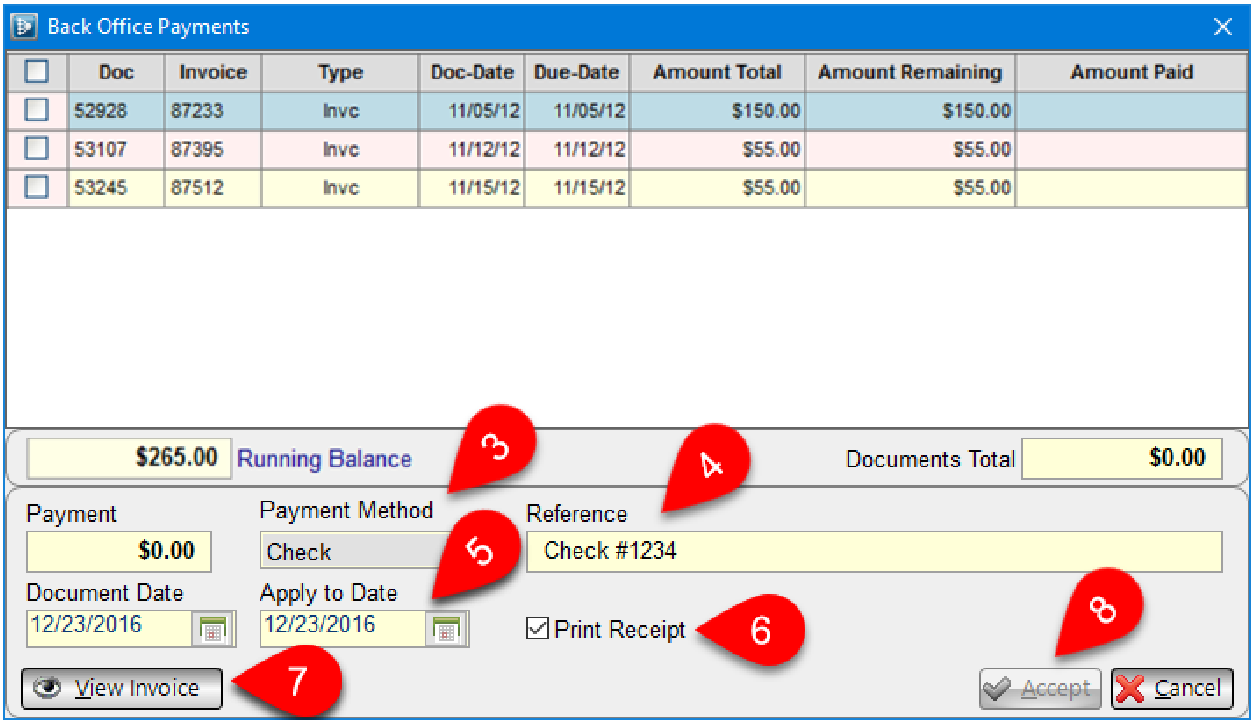
2. The **Back Office Payments** window opens, displaying all invoices associated with this account that have a remaining balance. There are two ways to make a payment:

    a. To apply the payment to a specific invoice (or multiple invoices), click the checkbox(es) of the invoice(s) you would like to apply the payment to. (You can click the top-most box to select all invoices.)

    b. To make a payment without associating it with an invoice (i.e., an unapplied payment), simply enter a **Payment** amount.



3. Select a **Payment Method**.
4. Enter a **Reference** note if you would like to note anything about this payment (such as a check number)
5. Review the **Document Date** (the date the payment was received) and the **Apply to Date** (the date the payment was processed). To edit these dates, click the calendar icon.
6. If desired, check the **Print Receipt** checkbox to print a receipt for the payment.
7. If desired, click **View Invoice** to open a preview showing how the printed invoice will appear.
8. Click **Accept** to apply the payment.



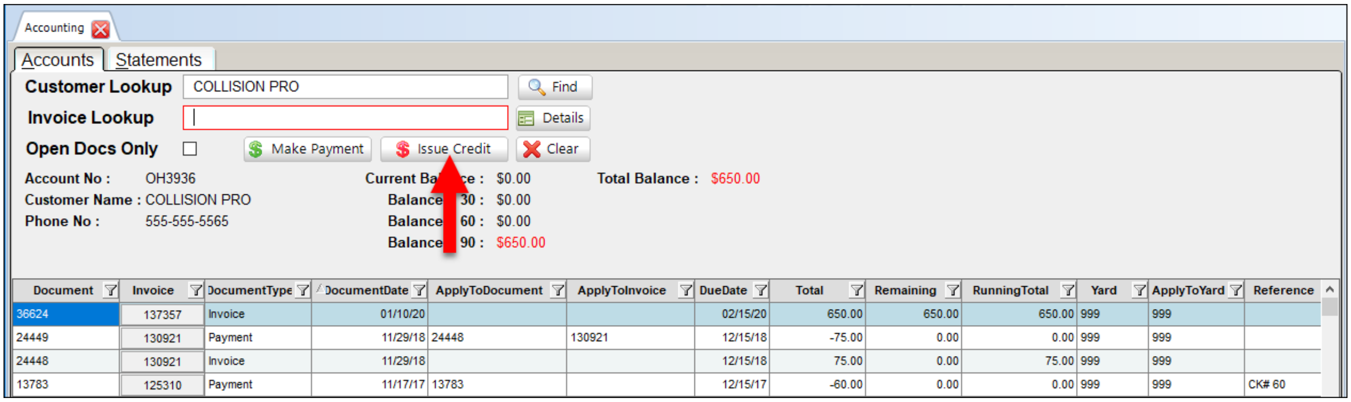
Issue Credit

The **Issue Credit** button is used to issue a credit to a customer who is not returning or exchanging a part.

For example, if the customer isn't paying and you want to write off debt, then you could use the **Issue Credit** feature to issue credit to the customer.

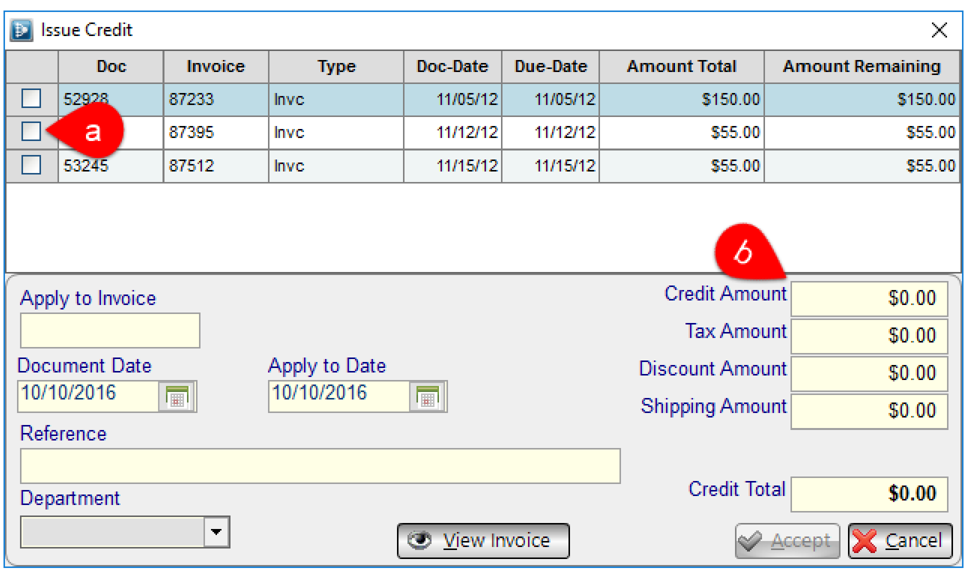
To issue credit to an account, follow these steps:

1. After looking up a customer account, click **Issue Credit**.

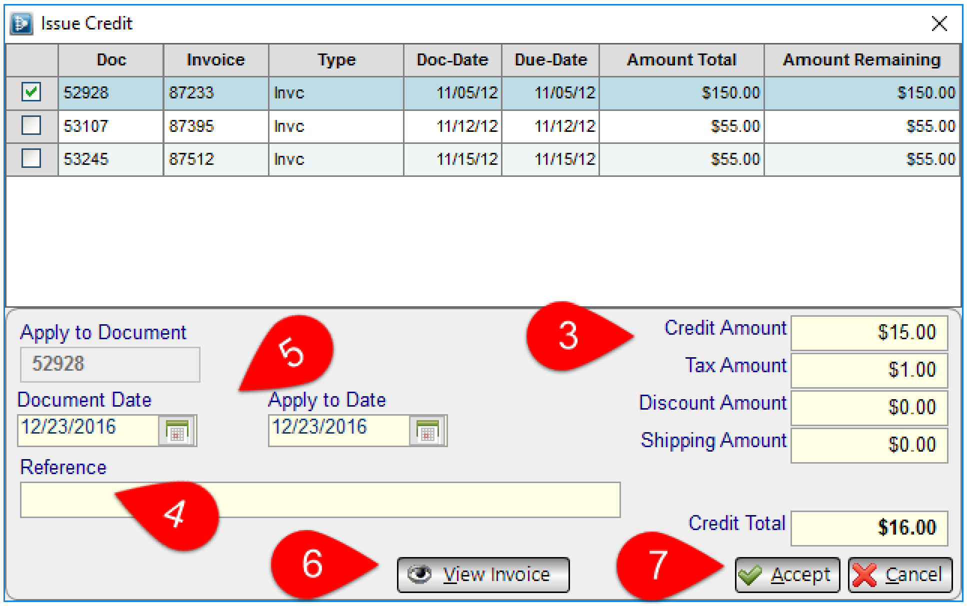


2. The **Issue Credit** window opens, displaying any invoices associated with the account that you can apply a credit to. There are two ways to issue credit:
    a. To apply the credit to a specific invoice (or multiple invoices), click the checkbox(es) of the invoice(s) you would like to apply the credit to. Then enter a Credit Amount.
    b. To issue a credit without associating it with an invoice, simply enter a **Credit Amount**.

    The **Credit Total** field populates automatically when you enter a Credit Amount.



3. Add a **Tax Amount**, **Discount,** and **Shipping Amount**, if desired. All of these fields automatically increase the **Credit Total**.
4. Enter a **Reference** note if you would like to note anything about this credit (such as the reason it is being given).
5. Review the **Document Date** (the date the credit was given) and the **Apply to Date** (the date the credit was processed). To edit these dates, click the calendar icon.
6. If desired, click **View Invoice** to open a preview showing how the printed invoice will appear.
7. Click **Accept** to issue the credit.



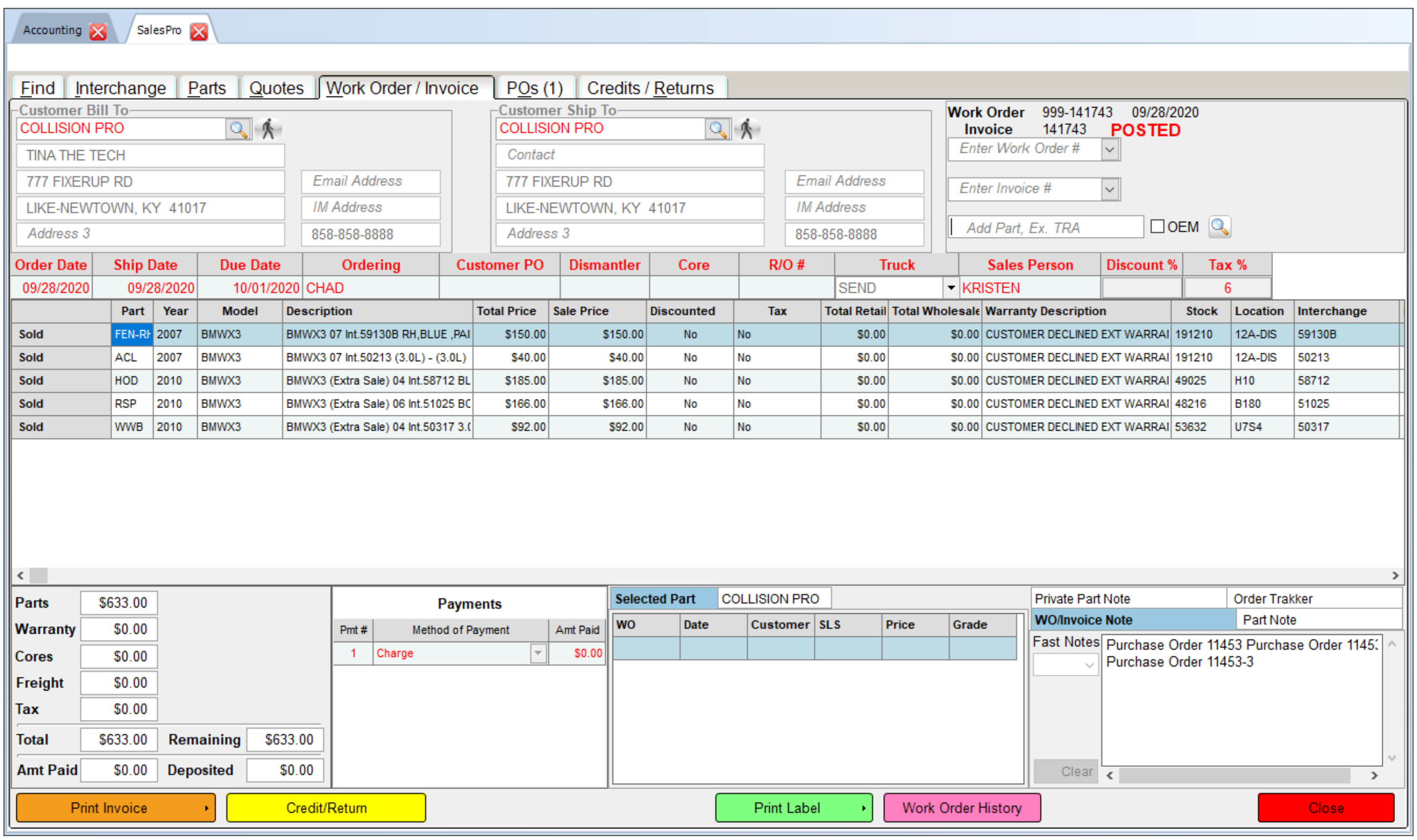
8. Click **Accept** to issue the credit.

Opening an Invoice in Checkmate Sales Pro

For more information about a specific invoice, click any invoice number in the **Invoice** column to open the invoice in Sales Pro.

Document	Invoice	ocumentType	DocumentDate
45466	141966	nvoice	10/12/20
45074	141743	nvoice	09/28/20
44035	6046	ayment	08/21/20
43143	6046	ayment	07/20/20
43040	140668	nvoice	07/14/20
42058	140158	nvoice	06/10/20
41253	6826	ayment	05/15/20
40508	139343	nvoice	04/23/20
39668	8023	ayment	03/27/20
39335	138740	ayment	03/19/20
39334	138740	nvoice	03/19/20
38094	8874	ayment	02/14/20
37635	137868	nvoice	02/04/20

After clicking the invoice number in the **Invoice** column, the **Work Order/Invoice** tab opens in Sales Pro.



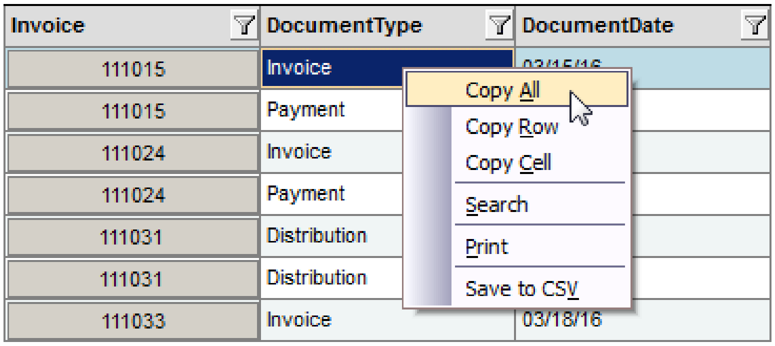
Invoice Actions

With the customer's account history displayed on the screen, there are several options you can perform with the invoices.

Click to highlight an invoice, and then right-click to take one of the following actions:

Copy Options

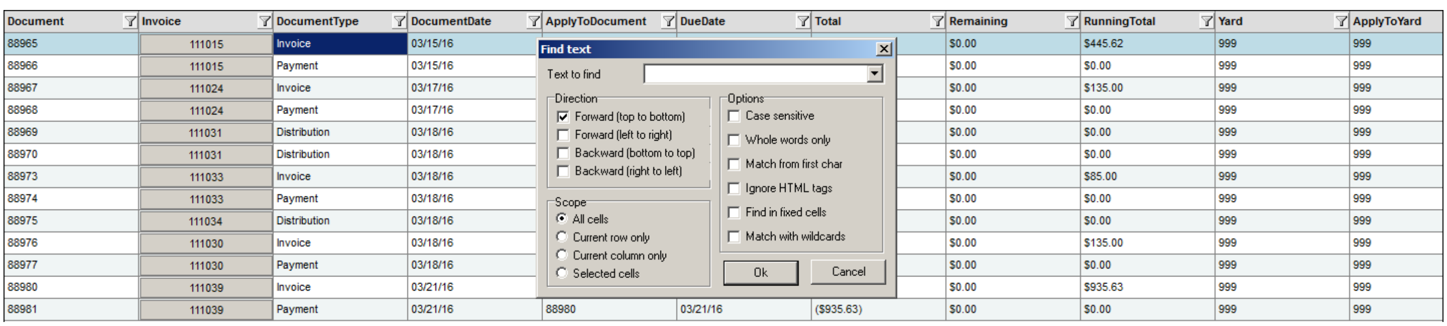
- **Copy All** copies all of the data for all listed invoices to your clipboard (invoice number, due date, document type, etc.). You can then paste this information into a text editor (e.g., Notepad or Microsoft Word) and save the file for future reference.
- **Copy Row** copies all of the data listed in the selected row to your clipboard. You can then paste this information into a text editor (e.g., Notepad or Microsoft Word) and save the file for future reference.
- **Copy Cell** copies the data in the selected cell to your clipboard. You can then paste this information into a text editor (e.g., Notepad or Microsoft Word) and save the file for future reference.



Search

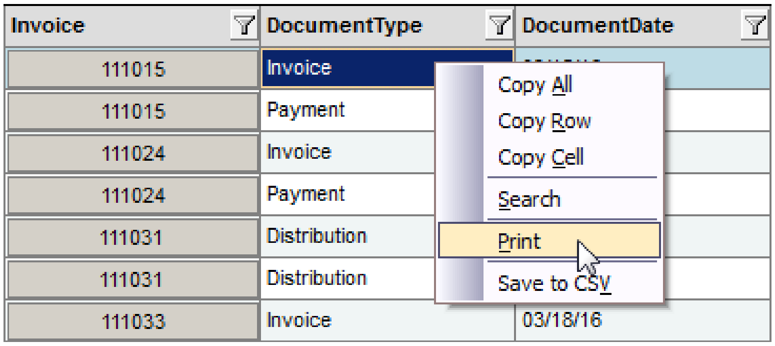
This option allows you to search for a keyword to find the appropriate invoice in your search results.

For example, to search for a specific part type in this list, you can use the **Search** action to search for a specific keyword. Invoices that match this new criteria will be highlighted. Press **Ok** until you find the result you are looking for.



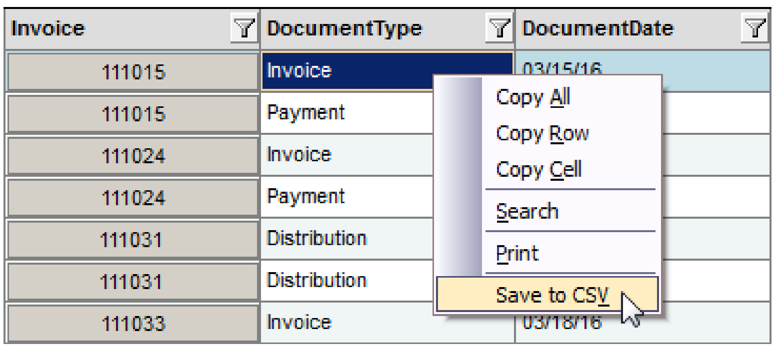
Print

This option prints all of the data for all listed invoices (invoice number, due date, document type, etc.).



Save to CSV

This option saves all of the transactions listed as a CSV file (.csv). This file format resembles a text file, and it contains all of the transaction information for all of the invoices listed, separated by commas. CSV files can be used in conjunction with any spreadsheet program.



Statements Tab

Use the **Statements** tab to send statements (both print and email) to your account customers.

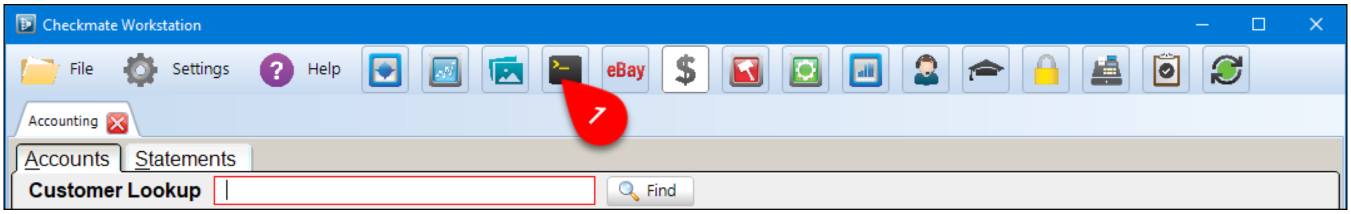
Each month, sending statements is a two-step process:

1. Build statement file in Checkmate Retro.
2. Send statements in the Accounting tool.

Step 1: Build Statement File in Checkmate Retro

To build the statement file, follow these steps:

1. In Checkmate Workstation, open Checkmate Retro.



2. Go to the **Print Statements** function (Checkmate Full: **3,13**. Checkmate Classic: **A3,10**).
3. Enter the statement date. Your statements will include all charges up *until* the statement date. This defaults to the first day of the current month. (If you are at the *end* of the month and want to include charges from the current month in your statements, change this date to the current date, or the first day of the next month.) Press **Enter** to accept the default date or type a different date.
4. Enter dates for the aging groups, which set your 30, 60, and 90-day past due amounts. The first aging group defaults to 30 days before the statement date and so on, for each aging group. Either change the dates to your desired dates, or press **Enter** to accept each preset date.
5. A confirmation for your aging buckets displays and you are prompted for the type of statements you want to create. Enter **C** to create Crystal Report statements.
6. Enter the date to start printing detail. Each transaction that happened *after* the date you enter will print on the statement, including payments, credits, and returns. This defaults to 30 days before the statement date. Press **Enter** to accept the default, or type a different date.

```
                         * Print Statements *

Statements Were Last Printed on Jan 2, 2020
Enter Statement Date <9/1/21> :  (Sep 1, 2021)
Please enter the oldest date included in the following aging groups :
Current aging group <8/1/21> :  (Aug 1, 2021)
(31-60) aging group <7/1/21> :  (Jul 1, 2021)
(61-90) aging group <6/1/21> :  (Jun 1, 2021)

Enter date to start printing detail for <8/1/21> :  (Aug 1, 2021)
```

7. Enter a customer category.
    - To include statements for all customers regardless of category (or if you aren't set up with categories), press **Enter**.
    - To limit the statements that are included in the statement file by category, type the category and press **Enter**.

8. Enter an area.

    - To include statements for all customers regardless of area (or if you aren't set up with areas), press **Enter**.
    - To limit the statements that are included in the statement file by area, type the area and press **Enter**.

9. Enter the option for the accounts you want to include:

    - **A –** Include only active accounts (those with accounting activity in their file)
    - **I –** Include only inactive accounts
    - **Enter –** Include all accounts

⚠ **Note:** If you enter **A** or **I**, you will be asked for a timeframe. If you have accounts with balances due that don't fall within the timeframe you enter, statements will not be included for those accounts.

10. Enter the option for the accounts you want to skip:

    - **Z** – Skip accounts that have a zero balance
    - **N –** Skip accounts that have a negative balance
    - **B –** Skip accounts that have either a zero or negative balance
    - **Enter –** Include all accounts

11. If your customers are set up with statement groups, enter a statement group code, or press **Enter** for all customers.

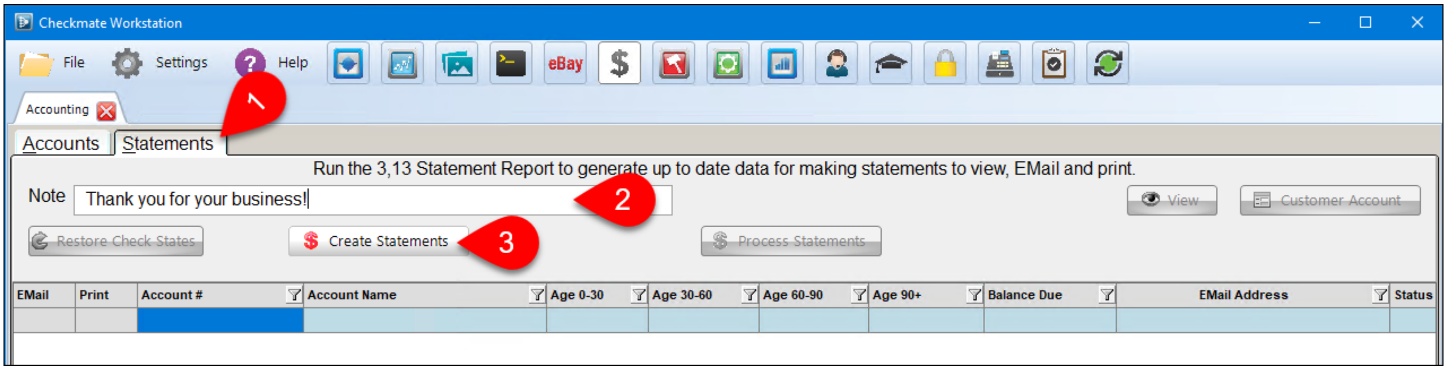
    The statement file builds. When it's finished, you will be returned to the Accounting menu. To send out your statements, go to the next section: **Step 2: Send Statements in the Accounting Tool.**

```
                                    * Print Statements *

Statements Were Last Printed on Jan 2, 2020
Enter Statement Date <9/1/21> :  (Sep 1, 2021)
Please enter the oldest date included in the following aging groups :
Current aging group <8/1/21> :  (Aug 1, 2021)
(31-60) aging group <7/1/21> :  (Jul 1, 2021)
(61-90) aging group <6/1/21> :  (Jun 1, 2021)

Enter date to start printing detail for <8/1/21> :  (Aug 1, 2021)

Enter Customer Category (Return for all) : ALL
Enter Area (Return for all) : ALL
Enter (A) For Active, (I) For Inactive, Or Return for All Accounts :
Skip accounts with
(Z)ero balance, (N)egative balance, (B)oth, (return to use all accounts) : B
Enter statement group code or return for all codes or (Q)uit :



Building OH6707 _
```

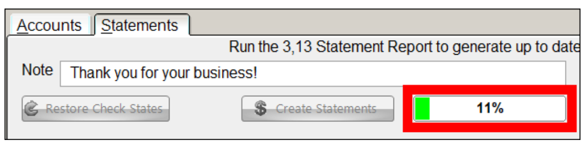
Step 2: Send Statements in the Accounting Tool

After you've built your statement file in Checkmate Retro according to **Step 1: Build Statement File in Checkmate Retro**, follow these steps to send out your statements:

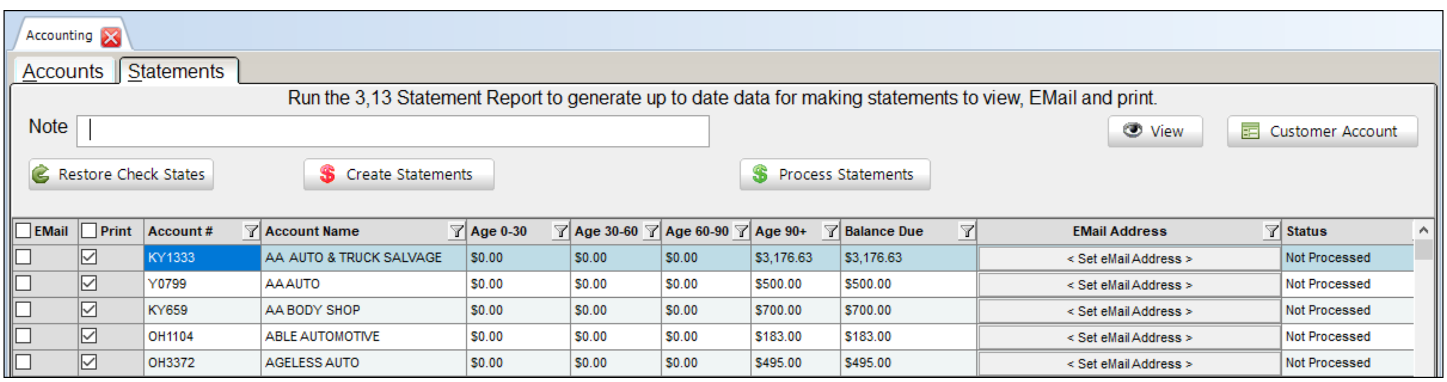
1. Go to the **Statements** tab in the **Accounting** tool.
2. (Optional) Type in a **Note** to be included on all of your statements.
3. Click **Create Statements**. This pulls information from the statement file to create the statements (it doesn't send the statements).



While the statements are being created, a progress bar displays.



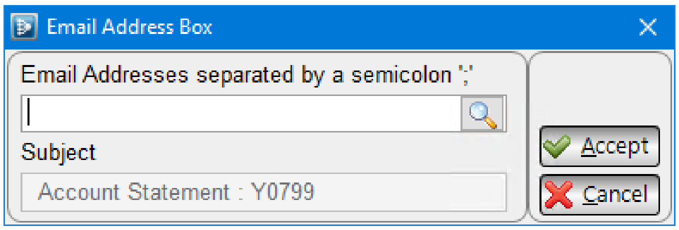
When the statements have finished generating, a line displays for each statement that was created, showing account and balance information.



Tip: Use the filters at the top of the statement list to manage the statements that display.

4. For each account you want to print a statement for, make sure the **Print** box is checked.

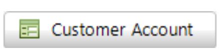
5. For each account you want to email a statement for, complete these steps:
    a. In the **Email** column, make sure the box is checked. (For information about how to set this as a default, refer to the **Set Customer to Default to Email Statements** section of this guide.)
    b. In the **Email Address** column, make sure there is an email address displayed. This is the address the statement will be sent to.
        - If the customer record has an email address, that address displays.
        - If no email address is shown, click the **<Set email Address>** button.
            - Type in the customer's email address(es). If adding multiple email addresses, separate each address with a semicolon (;).
            - Click **Accept**.

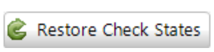


Note: The email address(es) you add here will be used for this statement only; nothing will be saved on the customer account.

Tip: You can search for and view customer records from this window by typing customer information in the box and clicking the magnifying glass.

6. (Optional) You can also use these buttons:
    - 

– View the selected statement as a PDF.
    - 

– View/edit the customer account for the selected statement on the **Customer Details** window.
    - 

– Restore the **Email** and **Print** checkboxes to the defaults for all statements.
7. When you're ready to send the statements, click the **Process Statements** button.
    - Statements with the **Email** box checked will be emailed to the address(es) listed in the **Email Address** field.
    - Statements with the **Print** box checked will be sent to the printer that's designated as the **Reports** printer on the ***Settings>Workstation>Printers*** tab.

⚠ **Note:** Only the currently displayed statements are processed. Any statements that are hidden by a filter at the time you click **Process Statements** will not be processed. In this case, the **Status** will remain **Not Processed**.

A progress bar displays while the statements process. Leave the **Accounting** tool open while it works. If you are processing a lot of statements, this could take some time.

8. When the statements have finished processing, a pop-up will notify you. Check the **Status** column for each statement to make sure the processing was successful:

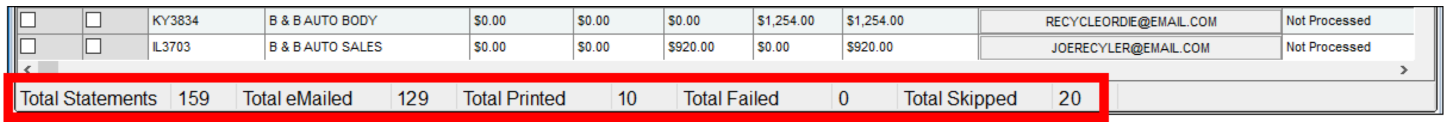
    a. **Skipped** – Neither the **Email** or **Print** boxes were checked, so this statement was skipped.

    b. Line displayed in red – An error occurred; the statement was not processed.

    c. **Processed** – The statement was processed (either emailed or printed).

    d. **Recipient Address Rejected** – The email address on the customer record has an invalid format.

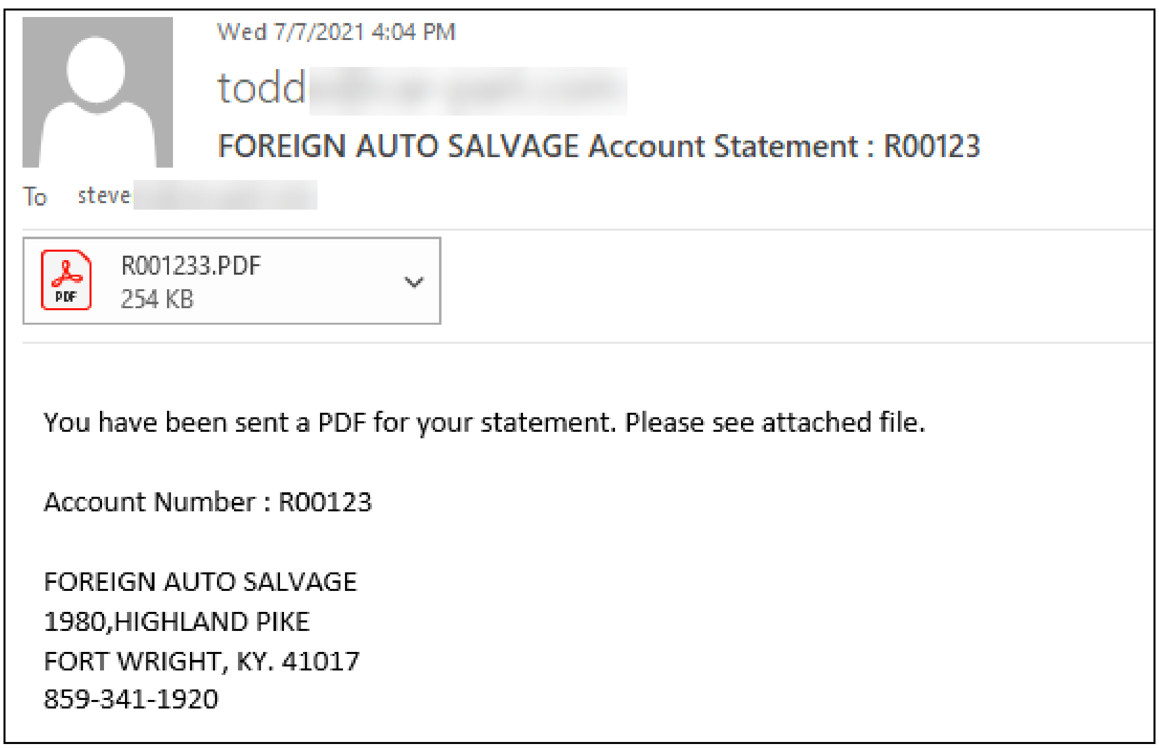
    Total amounts show at the bottom of the screen.



Statement Email

The email that your customers get looks like the sample below.

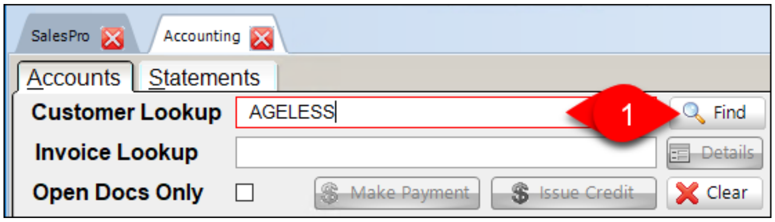
- The email subject contains the name of your business as well as your customer's account number.
- The body of the email shows the customer's account number and the name and address of your business.
- The statement is attached to the email as a PDF. Statements look similar to the Crystal Report statements.



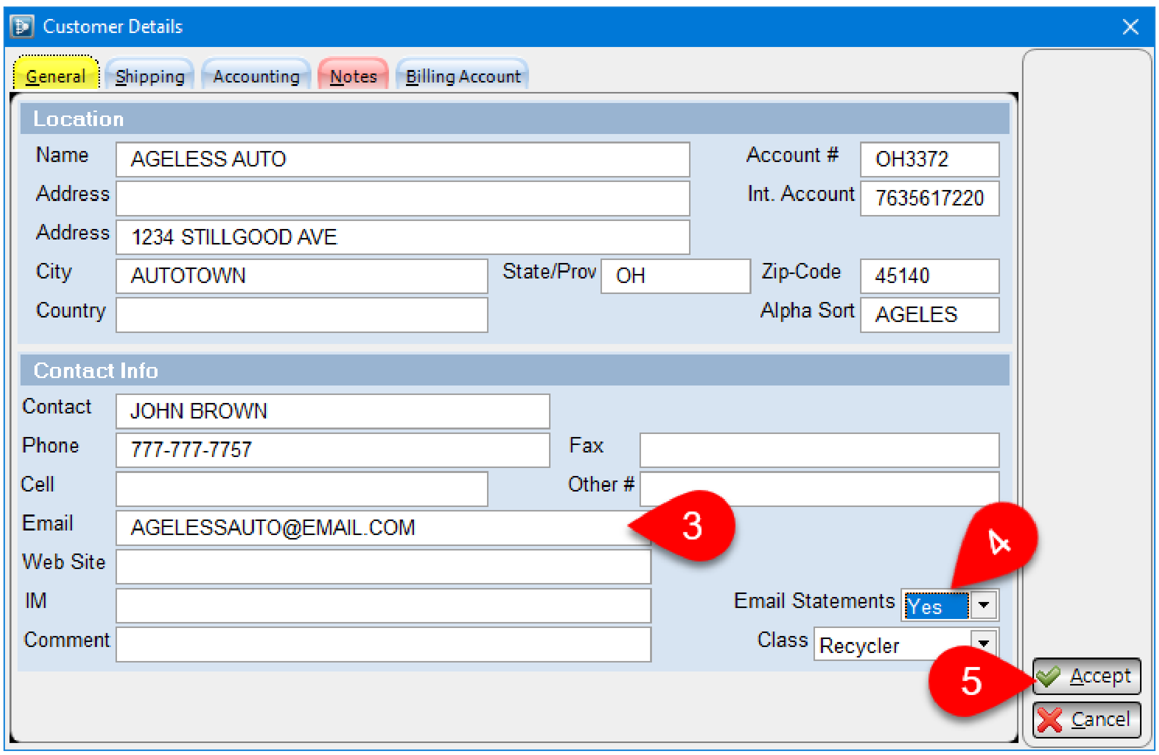
Set Customer to Default to Email Statements

You can set a customer's account to default to email statements. When this is set, the **Email** checkbox will be automatically checked for that customer when a statement is created on the **Statements** tab.

1. On the **Accounts** tab, in the **Customer Lookup** field, enter the customer's name (or part of the name) and then click **Find**.



2. The **Find Customer** window opens. Click to select the customer, and then click **Edit**.
3. The **Customer Details** window opens. On the **General** tab, type in an **Email** address.
4. The **Email Statements** field becomes available. Click the drop-down arrow and select **Yes**.



5. Click **Accept**.

The next time a statement is created for this customer on the **Statements** tab, the **Email** box for this customer will be checked, and their **Email Address** will be set.

Customize Display

In the **Accounting** tool, you can manage your display on both the **Accounts** and **Statements** tabs by:

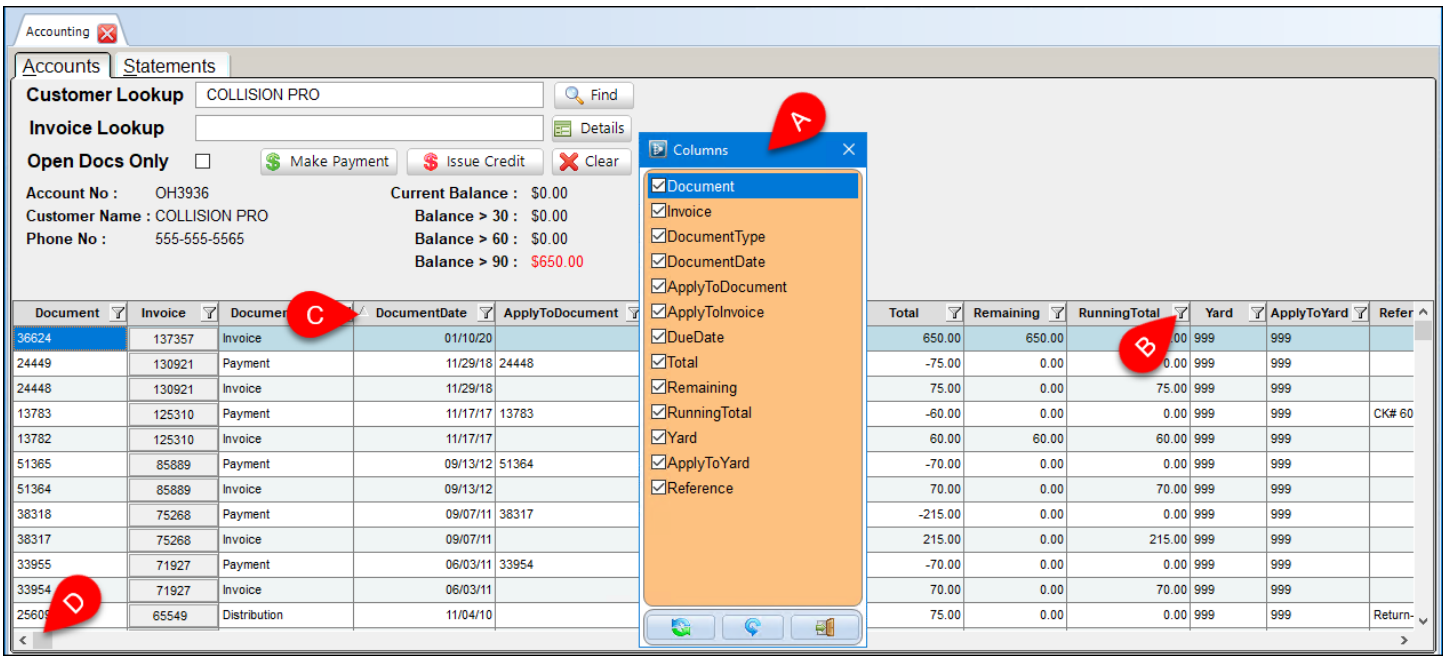
A. right-clicking on a column header to choose which columns to show or hide

- **Show All** selects all columns in the list
- **Restore** selects the default columns
- **Done** saves your configuration

B. clicking the filter icon to view only certain items in this list

C. clicking a column header to sort by that column, resizing columns with your mouse, or clicking and dragging column headers to rearrange columns

D. using the horizontal scroll bar to see all the available information (some users find it convenient to use wide-screen monitors with Checkmate to reduce the need for horizontal scrolling)



Getting Help

For more information about this product, including access to online training videos and documentation, visit Products.Car-Part.com for our recycler resources.

Car-Part.com takes customer service seriously. We have a variety of support options available to help you if you have questions about our products or if you need help for any reason. Your questions are very important to us and we want your experience to be a positive one. Please contact us with any questions or concerns using any of the following methods.

Phone Support

If you have a question not covered in this guide, Car-Part.com offers phone support. Please call 859-344-1925 with your questions.

Online Support using Car-Part Messaging (iCPM)

Support technicians are available online using Car-Part Messaging (iCPM) support rooms. These technicians are available LIVE to help answer any questions you may have.

The support rooms are staffed Monday–Friday, 8:00AM–6:00 PM Eastern Time.

To enter an iCPM support room:

1. Double-click the **iCPM** icon on your desktop.

2. **Car-Part Messaging** opens.
3. Double-click the name of the **Support Room** from your bookmark list.
4. Type **HELP** and a brief explanation of your issue. A Car-Part.com support technician will answer and help with your issue.

Training

If you have ongoing training needs, Car-Part.com has a team of product training specialists to help you learn how to use our products quickly. If you are interested in product training, please call our training department at 859-344-1925 and a trainer in your area will call to schedule training.

Comments

We welcome your comments and suggestions concerning the content and organization of this guide as well as the accuracy and the usability of the instructions it contains. Email us at documentation@car-part.com. We're listening!

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